

# Residents' Charter

Developed in conjunction with members of Tenant and Leaseholder Panel, TPAS standards and National Housing Federation.

## **1. To treat residents with respect**

- Being respectful and polite when communicating with residents, using appropriate language and tone
- Be empathetic to residents and demonstrate good listening
- Consider residents' availability when booking appointments
- Keep residents informed of any changes that affect service delivery or response times
- Provide residents with appropriate contact details for housing staff

## **2. Respond quickly and efficiently to complaints and learn from problems that lead to complaints**

- Use feedback from residents to improve housing services
- Simple and easy ways to raise issues and make complaints
- Timely advice and support when things go wrong
- Progress updates on how we are rectifying the issue

## **3. Be clear and transparent with our residents about how we are performing**

- Regularly share how we are performing
- Performance reports are jargon free and easy to understand
- Engage residents in monitoring our performance

## **4. Provide safe homes and a clean environment which residents are proud to live in**

- Properties that are well maintained and safe to live in
- Timely estate cleaning
- Well maintained grounds on estates
- Regular inspections of estates

## **5. Give residents a voice and encourage meaningful decision-making activities**

- Encourage residents to get involved and make it easy for them to do so
- Conduct meaningful consultation before decisions are made
- Obtain residents' views on changes to service delivery which impact on their lives and well-being

## **6. Communication is clear and easy to understand**

- Information we provide is clear and easy to understand
- Our website is easy to navigate and information is easy to find
- We use a variety of ways to communicate with residents (both digital and non-digital) taking account of their communication needs
- Always be honest even if it's a difficult message